

This listing of the claims will replace all prior versions, and listings of claims in the application.

IN THE CLAIMS

1. (Currently Amended) A handheld wireless device comprising:
telephone, Internet access, and video;

a customizable keypad, display panel, stylus, and earpiece;

wherein said device is connected to a host computer;

said device being waterproof and sand proof;

said device having stored in it all guest service facility number that would
be of interest to a guest:

said device being protected by a lock and key or password;

wherein said device transfers all calls of a guest from a room phone to said
device.

2. (Cancelled)

3. (Original) The device of claim 1 further comprising:
a pager.

4. (Cancelled)

5. (Original) The device of claim 1 wherein said device fits inside a
person's pockets.

6. (Cancelled)

7. (Previously Presented) The device of claim 1 wherein a user's
room key functions as an access code to said device.

8. (Original) The device of claim 1 further comprising a storage area for a user's room key.
9. (Original) The device of claim 1 wherein said device is rechargeable.
10. (Cancelled)
11. (Cancelled)
12. (Original) The device of claim 1 wherein said device forwards a guest's emails to said device.
13. (Original) The device of claim 1 wherein a person can track a person's whereabouts who has possession of said device.
14. (Original) The device of claim 1 wherein said host computer system provides feedback to a user.
15. (Original) The device of claim 1 wherein said host computer system provides feedback to a host.
16. (Original) The device of claim 15 wherein said device provides real-time requests for services.